



Frequently Asked Questions (FAQs) – Coronavirus

--For All Allied Universal® Employees--

What is coronavirus?

Coronavirus is a new respiratory virus that originated in Wuhan, China. At the present time, there is no vaccine, cure or specific treatment. The most severe strain is called a novel coronavirus because it has not previously been identified in humans.

This virus is unusual for several reasons:

- ✓ Scientists believe this type of virus jumped from a different animal to humans, which is rare.
- ✓ It then became transmissible from human to human, which is even more rare.
- ✓ An infected person might not show symptoms for up to 14 days after exposure. This is especially worrisome because the virus can be transmitted while a person still isn't showing any symptoms.

How is coronavirus spread?

According to the [Centers for Disease Control \(CDC\)](#), the coronavirus is thought to spread mainly from person to person. It may be possible that a person can get coronavirus by touching a surface or object that has the virus on it and then touching their own mouth, nose or possibly their eyes, but this is not thought to be the main way the virus spreads.

What are the signs and symptoms of coronavirus?

Individuals infected with coronavirus have displayed the following symptoms:

- Mild to severe respiratory illness
- Fever
- Cough
- Difficulty breathing

How can I protect myself?

Due to the fact that there is currently no vaccine to prevent infection, the best way to protect yourself is to avoid being exposed to this virus. The CDC recommends the following additional steps:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick and stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently-touched objects and surfaces.

What happens if I suspect that I or someone I know has coronavirus?

If you exhibit symptoms of coronavirus within two weeks of traveling from an exposed country/city, you should contact a health care professional and mention your recent travel. If you have had close contact with someone who has been diagnosed with coronavirus, you should contact your healthcare provider. Your health care professional will work with your state's public health department and CDC to determine if you need to be tested for coronavirus. Given the seriousness of this virus, we also ask that you inform your supervisor as we desire to keep all of our employees safe.

If my worksite has a coronavirus outbreak, what should I do?

The Company's Executive Management team, in coordination with clients and public health officials, will determine whether worksites need to close or be modified as a result of the coronavirus. If you have come into close contact with someone diagnosed with coronavirus, you should consult with health officials regarding any further actions that you should take.

Does AUS plan to suspend all international business travel?

All non-essential international business travel will be cancelled. Additionally, any essential international business travel will require advance approval by the respective Regional President or Functional Leader (i.e. SVP or above). We will continue to closely monitor the CDC recommendations and adjust our policies accordingly.

Does AUS plan to suspend all domestic travel?

All non-essential domestic business travel will be cancelled. Additionally, any essential domestic business travel will require advance approval by the respective Regional President or Functional Leader. We will continue to closely monitor the CDC recommendations and adjust our policies accordingly.

Will I receive pay if I'm diagnosed with COVID19 and quarantined?

Employees will follow our standard sick pay policy and may be eligible to use any hours within their sick pay bank that they have accrued. If a client policy provides for additional paid time off options, that information will be communicated at the site level.

If I have exhausted my sick leave, can I use my vacation days if I'm diagnosed with COVID19 and quarantined?

Employees will follow our standard practice. If they have exhausted hours within their sick bank, they will be allowed to use vacation hours that they have accrued. Per our policy, we will request medical documentation for any absence greater than 3 days. If an employee is unable to obtain a doctor's note, HR should be consulted.

Can I work from home?

The overwhelming majority of Allied Universal employees are Security Professionals; thus, their job requires them to be in attendance (on-site) in order for them to perform their job duties. As for administrative employees, we will continue to monitor the situation and the CDC recommendations, so we can make an informed decision, on a case by case basis, in the best interests of our employees, customers and stakeholders. At this point in time, we do not have any locations where we have authorized working from home for our administrative employees. However, if conditions change, we will follow CDC recommendations and consider work from home in those markets where it is recommended. All Allied Universal employees (hourly and management) need to follow our [policy](#) and CDC recommendations, and monitor your health. If you feel sick, notify your supervisor and do not report to work. If you have symptoms of respiratory illness, please consult your healthcare provider and stay home from work until you are fever free (100.4 or lower) for at least 24 hours without the use of fever reducing medicines. We will update the FAQs if there are changes to our policy in the coming days or weeks.

One of our clients has mandated self-quarantine for any of their employees that not only travel to the countries specified by the CDC, but also for those going on a cruise. The client is now inquiring whether or not AUS will mandate self-quarantine for our employees going on a cruise?

In all cases of employees who travel, we will follow the AUS policy found [here](#) to determine if someone must stay out of work. You will need to regularly check for policy updates as the Company policy is based on CDC guidance, which is evolving. If a customer has a stricter policy than Allied Universal, we will follow the customer's policy and the employee will be required to stay out of work.

How do I receive protective gear, masks etc. from Allied Universal?

The Company is constantly evaluating the need for protective apparatus, equipment, and materials. We will provide equipment where necessary and readily available in keeping with the directions from applicable health authorities.

Should I use a face mask or N95 respirator in public or at work to prevent the virus from spreading?

No. The CDC does not currently recommend the use of face masks or N95 respirators among the general public. In instances in which they may be needed, you will be notified.

An employee (security officer) wants to wear a mask at a mall while working. The client does not want to cause hysteria and does not want the officer to wear a mask. What's our stance?

All the guidance we have received so far indicates that the masks are not very effective in preventing the spread of the virus and hence offer very limited protection to the person wearing it. Our corporate guidelines suggest that unless expressly requested by the client to wear masks, security professionals are not required to wear them while on duty.

In addition, the Mall Vertical has sent out direction to malls that masks and gloves will not be worn while on public patrol but could be worn during back-of-the-house duties. Retail client enterprise security has provided this direction to our teams and at this time, we will follow the direction of our clients.

Are Security Professionals allowed to conduct temperature checks with thermometers that require them to be less than 6' away from the visitor as long as they have proper PPE (face shields, masks, gloves, etc)?

Allied Universal's prescribed policy can be found on the COVID-19 section of the Sharepoint (on the left of the landing page). This is the recommended policy around client requested screening practices. Any operational deviation including the special separation recommendation should be discussed with your Regional President and Regional HR Director.

We have several clients in San Francisco inquiring if we would alert them if one of our officers has contracted the virus (assigned to the building or not). Also, if we do agree to alert them are there any HIPPA considerations that should be adhered to?

If an employee is confirmed to have COVID-19, Allied Universal will inform co-workers and clients of possible exposure to COVID-19 in the workplace. To comply with all federal, state and local laws around confidentiality, Allied Universal will not identify the individual.